



*A State of California*

# *Employment Training Panel*

*Arnold Schwarzenegger, Governor*

August 27, 2008

Gary Kraus, Partner  
Enterprise Communication Solutions, Inc.  
17961 Skypark, Suite F  
Irvine, CA 92614

Dear Mr. Kraus:

**RE: Final MONITORING VISIT REPORT for ENTERPRISE COMMUNICATION SOLUTIONS  
RETRAINING SET SB - ET07-0124**

|                               |   |
|-------------------------------|---|
| <b>Date of the Visit:</b>     | 7/31/08   |
| <b>Beginning/Ending Time:</b> | 10:30am – 12:30pm   |
| <b>Date of Last Visit:</b>    | 8/30/07   |
| <b>Visit Location:</b>        | Irvine  |
| <b>Persons in attendance:</b> | Gary Kraus, Partner, Enterprise Communication Solutions, Inc. (ECS); and Suzanne Godin, ETP Contract Specialist |
| <b>Action Required:</b>       | No  |

## **CONTRACT INFORMATION:**

|   |                   |                             |          |
|---|-------------------|-----------------------------|----------|
| <b>Term of Agreement:</b>               | 8/07/06 – 8/06/08 | <b>Agreement Amount:</b>    | \$24,640 |
| <b>Training Start Date:</b>             | 11/21/06          | <b>No. to Retain:</b>       | 7        |
| <b>Date Training must be Completed:</b> | 5/07/07           | <b>Range of Hours:</b>      | 8-200    |
| <b>Type of Trainee:</b>                 | SET Trainee       | <b>Weighted Ave. Hours:</b> | 160      |

## **FINAL REPORT SUMMARY:**

### ***AGREEMENT HISTORY***

This agreement was approved at the July 2006 Panel Meeting and was executed on 6/18/07. Training began on 11/21/08. ETP approved one amendment revision during the term of the agreement that extended the term ending date by 12 months. You reported that all training was

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completed on 3/12/08 which allows for the 90-day retention period to be completed by the term ending date of the agreement of 8/06/08.

### ***INTERVIEW WITH THE CONTRACT REPRESENTATIVE: GARY KRAUS***

ECS is a telecommunications company that designs and installs custom integrated voice & data solutions for small to medium sized businesses. The company was granted a waiver to deliver 160 class/lab training hours so that four of its technicians could complete a series of installation and engineering classes required by Norstar, its primary equipment supplier.

When this project was funded, ECS's primary clients were businesses involved in the mortgage lending industry. Less than one month after training began on the ECS ETP project, the mortgage industry began its downward spiral. ECS's biggest customers closed their doors and the situation continued to worsen as mortgage industry defaults skyrocketed and residential housing starts dramatically decreased. The loss of major accounts forced the company to halt any plans for growth, and training was moved to the back burner as ECS scrambled to survive and replace its lost accounts with new customers. Although ECS was able to remain constant with seven full time employees, the number of class/lab training hours delivered on this project was far less than planned.

On a positive note, you stated that were able to send some of your technicians to commercial skills training for one of your secondary suppliers, ShoreTel VoIP systems. ECS would not have been able to send its technicians to this training without assistance from ETP to defray the cost.

### ***DISCUSSION OF PROJECTED EARNINGS:***

You provided Ms. Godin with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 8 trainees (114% of planned retentions) who had completed the specified range of class/lab hours (8-200) and retention period. ECS tracked 193 eligible hours on the ETP class/lab tracking system for the aforementioned 8 trainees. Therefore, ECS is eligible to earn \$4,246 (17 percent of the encumbered amount) if all other agreement conditions are met. As of the date of this report, ECS had not invoiced for any progress payments.

**Ms. Godin reminded you that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement, which is 9/06/08.** If you are unable to submit the closeout invoice by that date, a request for an extension must be submitted to ETP's Fiscal Unit Manager, Kulbir Mayall.

### ***PROJECT STATUS PROVIDED BY THE CONTRACTOR:***

|   |    |                             |   |
|---|----|-----------------------------|---|
| <b>Trainees Started Training:</b>                 | 10 | <b>Completed Training:</b>  | 8 |
| <b>Trainees Enrolled:</b>                         | 10 | <b>Completed Retention:</b> | 8 |
| <b>Dropped Following Enrollment:</b>              | 2  | <b>In Retention Period:</b> | 0 |
| <b>No. Completed Minimum Reimbursable Hours :</b> | 8  |                             |   |

### ***TRAINING STATUS:***

The statistical data submitted by you during this visit, as detailed above, agreed with the information contained on ETP's Trainee Status Report.

### **ATTENDANCE ROSTERS:**

Ms. Godin performed a 100 percent review of all attendance for the 8 trainees who had completed the minimum number of required class/lab training hours and provided technical assistance to you in the data entry of those hours on the ETP tracking system.

|                                     |                         |  |            |
|-------------------------------------|-------------------------|--|------------|
| <b>Attendance Rosters reviewed:</b> | <b>11/21/06-3/12/08</b> | <b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b> | <b>YES</b> |
|-------------------------------------|-------------------------|--|------------|

### **INVOICES:**

Class/lab tracking data was not updated in the ETP tracking system until the day of the visit; therefore, Ms. Godin was unable to assist you in the submission of any invoices. Your analyst recommended that you contact her via telephone before 9/5/08 to provide you with technical assistance in submission of invoices.

### **AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in cursive script that reads "Carole Robinson".

Carole Robinson for  
Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in cursive script that reads "SMB".

Suzanne Godin, Contract Analyst  
San Diego Field Office

cc: Amber Luiz, Assistant Director  
Kulbir Mayall, Fiscal Manager  
Master File  
Project File